

## EPA Public and Commercial Building Occupant Survey Questionnaire

*This is the telephone interview version that can be transformed to a Web version with the appropriate modifications to text and format. Note that the **yellow highlighted words** indicate those words where respondents will see definitions if they hover over the word with their mouse.*

Hello, my name is \_\_\_\_\_. I am calling from Abt SRBI, a research company based in New York City. We are conducting a study for the U.S. Environmental Protection Agency about renovation, repair, and painting work done in **nonresidential** buildings.

Your organization was selected at random to be included in this study, which involves participating in an interview. Participation is voluntary. We will not reveal your name or your organization's name to EPA, so your responses will be anonymous. EPA is doing this study to learn about **nonresidential** buildings and how they are renovated. You may have seen a letter EPA sent out earlier that explains this.

Under the Paperwork Reduction Act, a federal agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this survey is 2070-####. For more information about the agency's compliance with the Paperwork Reduction Act, go to <http://www.regulations.gov> and use Docket ID No. EPA-HQ-OPPT-2013-0715 to view the agency's request, justification and estimated burden and costs for conducting this survey.

It only takes 5 or 10 minutes to answer the full survey but first I just want to ask two or three preliminary questions to see if you qualify for the study.

OK [CONTINUE]

Refuse [TERMINATE – Possible return for refusal conversion attempt?]

### S1

Are you the person that could tell me about the types and the approximate number of renovation, repair or painting projects that were done in any of the **nonresidential** buildings occupied by your organization **at this location** in the past 12 months?

[INTERVIEWER: "location" means a single physical location where business is conducted or where services or operations are performed.]

1. Yes [GO TO Q1]
2. No [CONTINUE]
3. Did not do any such work in the past 12 months [SKIP TO Q4]
999. Refuse/can't tell [SKIP TO Q4]

### S2

Who would be the best person in your organization/firm to answer these types of questions?

Full Name: \_\_\_\_\_

Role/Title in organization: \_\_\_\_\_

Best Contact Number(s): \_\_\_\_\_

Best Time to Reach: \_\_\_\_\_

**S3**

Hello, is this [INSERT NAME FROM S2] ?

**IF YES CONTINUE, IF NOT LOCATE CORRECT PERSON**

**S4**

My name is \_\_\_\_\_. I am calling from Abt SRBI, a research company based in New York City. We are conducting a study for the U.S. Environmental Protection Agency about renovation, repair, and painting work done in **nonresidential** buildings.

Your organization was selected at random to be included in this study, which involves participating in an interview. Participation is voluntary. We will not reveal your name or your organization's name to EPA, so your responses will be anonymous. EPA is doing this study to learn about **nonresidential** buildings and how they are renovated. You may have seen a letter EPA sent out earlier that explains this.

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It only takes 5 or 10 minutes to answer the full survey but first I just want to ask two or three preliminary questions to see if you qualify for the study. I understand that you can tell me about the types and the approximate number of renovation, repair or painting projects that were done in the buildings occupied by your organization **at this location** in the past 12 months? Is that correct?

1. Yes [CONTINUE]
2. No [REPEAT SEARCH LOOP WITH S2]
3. Did not do any such work in the past 12 months [SKIP TO Q4]
999. Refuse/can't tell [SKIP TO Q4]

**S5**

As I said, everything is completely anonymous and participation is voluntary. But before we get to that, I have just a few quick questions to ask to see if your organization qualifies for this study.

[CONTINUE]

**Q1**

In the past 12 months were any renovation, repair, or painting projects that may have disturbed painted surfaces performed in the **nonresidential** buildings occupied by your organization **at this location**? By disturbing painted surfaces, I mean any activity that can create paint dust or paint chips. For example, disturbing paint includes sanding or scraping a painted surface or using a power washer or other means to remove loose paint; cutting open a painted wall to make repairs or install new equipment; or removing a painted component such as trim or a window frame.

1. Yes [CONTINUE]
2. No [SKIP TO Q4]
888. Don't know/not sure [SKIP TO Q4]
999. Refuse [SKIP TO Q4]

**Q2**

Were these projects performed by you or your organization's staff, an outside firm such as a contractor, the building owner or a property management company, both of these or none of these?

- 1. You or your organization's own staff [CONTINUE]
- 2. An outside firm (contractor, building management company, building owner) [SKIP TO Q4]
- 3. Both [CONTINUE]
- 4. None of the above [SKIP TO Q4]
- 888. Don't know/not sure [SKIP TO Q4]
- 999. Refuse [SKIP TO Q4]

**Q3**

For these jobs where you or your organization's employees **disturbed painted surfaces**, did you or your organization's staff ever need to **disturb** more than 6 square feet of interior painted surfaces or 20 square feet of exterior painted surfaces?

- 1. Yes
- 2. No
- 888. Don't know/not sure
- 999. Refuse

**Q4**

How much space in terms of square footage does your organization occupy **at this location**? An approximate answer is OK.

ENTER NUMBER \_\_\_\_\_

**Q4a**

Approximately what percentage of this space is carpeted? Again, an approximate answer is OK.

ENTER NUMBER \_\_\_\_\_

**Q5a**

In how many different buildings does your organization occupy space **at this location**?

ENTER NUMBER \_\_\_\_\_

**Q5b**

Of those [Q5a#](#) buildings, how many are buildings where your organization is the sole occupant?

ENTER NUMBER [NONE=0] \_\_\_\_\_

**Q5c**

Of the [Q5a#](#) buildings where your organization occupies space, how many are buildings owned by your organization?

ENTER NUMBER [NONE=0] \_\_\_\_\_

**Q6**

During most of the year, about how many people are employed by your organization **at this location**? An approximate answer is OK.

[INTERVIEWER: DO NOT ALLOW RANGES]

ENTER NUMBER: \_ \_ \_ \_

- 888 Don't know/not sure
- 999 Refused

[IF Q2=2, Q2=3, or Q3=1 CONTINUE; ELSE SKIP TO CLOSE]

It appears that you are eligible for this study. The remaining questions will take 5 or 10 minutes to answer but I'll go as quickly as I can to see if we can finish sooner. I appreciate your helping us with this today.

**Q7**

For each of the types of work I am going to mention, I want to know how many projects were performed by you or your organization's own staff as well as how many projects were performed by an outside firm such as a contractor or property management company. For projects that involved multiple buildings, each building counts as a separate project. Again, this is just for the past 12 months.

[CONTINUE]

DO FOR *j*=a, b, c, d, e, f, g, h, i, j, and k

Where Job Types are as follows:

- a - surface preparation for exterior painting
- b - removal or replacement of painted exterior siding
- c - removal, replacement, or addition of windows
- d - removal, replacement, or addition of exterior doors
- e - removal or replacement of other painted exterior building components
- f - demolishing part of a painted exterior wall
- g - surface preparation for interior painting
- h - removal or replacement of built-in cabinets, shelves, or fixture components
- i - removal or replacement of other painted interior building components; for example, trim
- j - cutting or making holes in painted interior walls or ceilings
- k - demolishing part of a painted interior wall

**Q7i**

[IF Q2=1 or Q2=3 CONTINUE; ELSE SKIP TO Q7j3]

**Q7i1**

So, let's try this. During the past 12 months, not including jobs where the work was done by another firm, approximately how many projects involving {job type i} were performed on your organization's buildings **at this location** by you or your organization's employees?

ENTER NUMBER [NONE=0] \_\_\_\_\_ [IF 0 SKIP TO Q7j3]

[IF Q7i1>0 then CONTINUE; ELSE SKIP TO Q7j3]

**Q7i2**

{If *i* = a, b, d, e: [IF Q7i1=1: Did this one project involve ....] [IF Q7i1>1: Approximately how many of these Q7i1# projects involved ....] the scraping, sanding, cutting, or otherwise **disturbing** 20 square feet of a painted exterior surface by you or your organization's employees?}

{If i = g, h, i, j: [IF Q7i1=1: Did this one project involve ....] [IF Q7i1>1: Approximately how many of these Q7i1# projects involved ....] the scraping, sanding, cutting, or otherwise disturbing 6 square feet of a painted interior surface by you or your organization's employees?}

{If i = c, f, k: CATI INSERT NUMBER FROM Q7i1}

ENTER NUMBER [NONE=0] \_\_\_\_\_

[if Q2=2 or Q2=3 CONTINUE; IF Q2=1, 8 OR 9 LOOP TO NEXT i]

Q7j3 During the past 12 months, approximately how many projects involving {job type i} were done in your organization's buildings at this location by an outside firm such as a contractor, staff of the building owner, or a property management company?

ENTER NUMBER [NONE=0] \_\_\_\_\_

[LOOP TO NEXT i]

CATI RANDOMLY SELECTS ONE JOB TYPES FROM Q7a2-Q7k2 SERIES WHERE NUMBER OF PROJECTS >0

#### Q8.1

[IF Q7i2=1: For the one project involving {selected job type}...] [IF Q7i2>1: For these next questions, please think about only the most recent project out of the {Q7\*1#} projects involving {selected job type}...] that you said you or your employees did. During this most recent project were the painted surfaces you or your employees disturbed tested for lead-based paint prior to performing the work?

1. Yes [CONTINUE]
2. No [SKIP TO Q8.1b]
998. Don't know/not sure [SKIP TO Q8.1b]
999. Refused [SKIP TO Q8.1b]

#### Q8.1a

Did the test indicate that there was lead-based paint?

1. Yes [SKIP TO Q8.2]
2. No [SKIP TO Q8.1c]
998. Don't know/not sure [CONTINUE]
999. Refused [CONTINUE]

#### Q8.1b

Is it possible that any of the painted surfaces that you or your employees disturbed during this recent project were coated with paint that was applied before 1978?

1. Yes [SKIP TO Q8.2]
2. No [CONTINUE]
998. Don't know/not sure [SKIP TO Q8.2]
999. Refused [SKIP TO Q8.2]

[If Q7\*2# > 1 THEN CONTINUE; ELSE SKIP TO Q8.2]

**Q8.1c**

Were any of the {Q7\*2#} projects involving {selected job type} that you or your employees did in the last 12 months projects where there might have been lead-based paint, either because the paint was tested and lead was found OR the paint was not tested but you or your employees were disturbing painted surfaces where the paint was applied before 1978?

1. Yes - [CONTINUE]
2. No Such Projects OR Not sure [SKIP TO Q8.2]

**Q8.1.1**

For the rest of the survey, I would like you to think only about the most recent project that involved {selected job type} where there might have been lead-based paint, either because the paint was tested and lead was found OR the paint was not tested but you or your employees were disturbing painted surfaces where the paint was applied before 1978? Can you recall the most recent such project?

1. Yes - [CONTINUE]
2. ELSE - [PROBE AND ASSIST IN GETTING R TO RECALL THE PROJECT THEN CONTINUE]

**Q8.1.1a**

For this project, were the painted surfaces you or your employees planned to disturb tested for lead-based paint prior to performing the work?

1. Yes - [CONTINUE]
2. No - [SKIP TO Q8.2]
998. Don't know/not sure - [SKIP TO Q8.2]
999. Refused - [SKIP TO Q8.2]

**Q8.1.1b**

Did those painted surfaces test positive for lead-based paint?

1. Yes - [CONTINUE]
2. No - [CONTINUE]
998. Don't know/not sure - [CONTINUE]
999. Refused - [CONTINUE]

**Q8.2**

To the best of your knowledge, what is the building where this recent project was performed mainly used for?

ENTER TEXT \_\_\_\_\_

[INTERVIEWER: READ CATEGORIES BELOW IF NEEDED]

1. Lodging, such as a hotel, motel, dorms, or other lodging
2. Hospital or inpatient health care facility
3. Office building
4. Education, School
5. Retail, food sales, food service, other services
6. Outpatient health care
7. Public assembly, public safety, library
8. Religious worship
9. Warehouse, storage
10. Industrial
11. Agricultural
12. Other
888. Don't know/not sure
999. Refused

**Q8.3**

Approximately how many days did the entire job take to complete?

ENTER Number \_\_\_\_\_

**Q8.4**

Was the work performed during business hours, at other times of the day, or both?

1. During business hours
2. Other times of the day
3. Both
888. Don't know/not sure
999. Refused

**Q8.5**

Other than the renovation workers, did any other individuals use the space where the work was being performed during the period when the renovation was being done, such as during the daytime for renovations conducted on nights or weekends?

1. Yes
2. No
888. Don't know/not sure
999. Refused

CATI RANDOMLY SELECTS ONE OF THE JOB TYPES Q7a3-Q7k3 SERIES WHERE NUMBER OF PROJECTS >0

{Note that we might weight the probability of selection by the number of jobs, or apply some other weight to the probability of selection}

**Q9.1**

[IF Q7i3=1: For the one project involving {selected job type}...] [IF Q7i3>1: For these next questions, please think about only the most recent project out of the {Q7\*3#} projects involving {selected job type}...] that you said was

done by contractors. During this most recent project were the painted surfaces tested for lead-based paint prior to performing the work?

1. Yes [CONTINUE]
2. No [SKIP TO Q9.1b]
998. Don't know/not sure [SKIP TO Q9.1b]
999. Refused [SKIP TO Q9.1b]

**Q9.1a**

Did the test indicate that there was lead-based paint?

1. Yes [SKIP TO Q9.2]
2. No [SKIP TO Q9.1c]
998. Don't know/not sure [CONTINUE]
999. Refused [CONTINUE]

**Q9.1b**

Is it possible that any of the painted surfaces that the contractors disturbed during this recent project were coated with paint that was applied before 1978?

1. Yes [SKIP TO Q9.2]
2. No [CONTINUE]
998. Don't know/not sure [SKIP TO Q9.2]
999. Refused [SKIP TO Q9.2]

[If Q7\*3# > 1 THEN CONTINUE; ELSE SKIP TO Q9.2]

**Q9.1c**

Were any of the {Q7\*3#} projects involving {selected job type} that were performed by contractors in the last 12 months projects where there might have been lead-based paint, either because the paint was tested and lead was found OR the paint was not tested but you or the contractors were disturbing painted surfaces where the paint was applied before 1978?

1. Yes - [CONTINUE]
2. No Such Projects OR Not sure [SKIP TO Q9.2]

**Q9.1.1**

For the rest of the survey, I would like you to think only about the most recent project that involved {selected job type} where there might have been lead-based paint, either because the paint was tested and lead was found OR the paint was not tested but the contractors were disturbing painted surfaces where the paint was applied before 1978? Can you recall the most recent such project?

1. Yes - [CONTINUE]
2. ELSE - [PROBE AND ASSIST IN GETTING R TO RECALL THE PROJECT THEN CONTINUE]

**Q9.1.1a**

For this project, were the painted surfaces the contractors disturbed tested for lead-based paint prior to performing the work?

1. Yes - [CONTINUE]
2. No - [SKIP TO Q9.2]
998. Don't know/not sure - [SKIP TO Q9.2]
999. Refused - [SKIP TO Q9.2]



**Q9.1.1b**

Did those painted surfaces test positive for lead-based paint?

- 1. Yes - [CONTINUE]
- 2. No - [CONTINUE]
- 998. Don't know/not sure - [CONTINUE]
- 999. Refused - [CONTINUE]

**Q9.2**

To the best of your knowledge, what is the building where this recent project was performed mainly used for?

ENTER TEXT \_\_\_\_\_

[INTERVIEWER: READ CATEGORIES BELOW IF NEEDED]

- 1. Lodging, such as a hotel, motel, dorms, or other lodging
- 2. Hospital or inpatient health care facility
- 3. Office building
- 4. Education, School
- 5. Retail, food sales, food service, other services
- 6. Outpatient health care
- 7. Public assembly, public safety, library
- 8. Religious worship
- 9. Warehouse, storage
- 10. Industrial
- 11. Agricultural
- 12. Other
- 888. Don't know/not sure
- 999. Refused

**Q9.3**

Approximately how many days did the entire job take to complete?

ENTER Number \_\_\_\_\_

**Q9.4**

Was the work performed during business hours, at other times of the day, or both?

- 1. During business hours
- 2. Other times of the day
- 3. Both
- 888. Don't know/not sure
- 999. Refused

**Q9.5**

Other than the renovation workers, did any other individuals spend time in the work area during the period when the renovation was being done, such as during the daytime when the renovation was conducted on nights or weekends?

- 1. Yes
- 2. No
- 888. Don't know/not sure
- 999. Refused

**Q10**

How often do most areas of the building receive routine janitorial cleaning? Please respond based on the areas where people spend the most time, not just for high-traffic areas that may be cleaned more frequently than the rest of the building, such as bathrooms. Is the building typically cleaned:

1. More than once a day
2. Once a day
3. Once a week
4. Less often than once a week
888. Don't know/not sure
999. Refused

**Q11**

To your knowledge, has the building we've been discussing ever been tested for the presence of lead-based paint?

1. Yes
2. No
888. Don't know/not sure
999. Refused

**Q12**

Is there anything else you'd like EPA to know related to lead paint or renovation, repair and painting in **nonresidential** buildings? \_\_\_\_\_

**CLOSE:**

That's all the questions I have. Thanks for your participation in this study.